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Community of Practice Application

Deloitte's pre-configured accelerator — designed and built on the ServiceNow platform — provides a way to manage a Community of Practice (CoP) and enable employees to share knowledge and expertise, connect and learn from one other, and build capabilities.

Challenges

Common challenges faced by organizations prior to establishing a CoP:

- Lack of collaboration and networking among employees
- Inadequate information sharing related to emerging trends, common questions, issues
- Lack of transparency and understanding of existing assets and knowledge materials; duplication of work across an organization

CoP application

Managing a CoP effectively requires a flexible application that can support interactions among a community and evolve to meet changing requirements.

Deloitte's CoP Application demonstrates how the ServiceNow platform can be used to:

- Share communications & knowledge articles
- Manage a mentorship program
- Manage training and conference approvals
- Promote transparency of technical assets and marketing materials

Because the nature of a CoP is dynamic in that the interests, goals, and members are subject to change, the CoP Application is highly configurable to meet support an organization's requirements.

Potential benefits

- Centralizes information across an organization
- Enables dialogue between people who come together to explore new possibilities, solve challenging problems, and create new, mutually beneficial opportunities
- Improves access to training opportunities that in turn accelerates professional development
- Connects employees for mentoring and coaching opportunities
- Reduces the duplication of work and builds a stronger organizational capability
- Supports the retention of institutional knowledge as employees change roles or leave the organization



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CoP Capabilities that Support Employees



WHY DELOITTE AND SERVICENOW?

Deloitte helps our clients enhance business outcomes by leveraging ServiceNow as an end-to-end digital workflow platform. We don't just leverage ServiceNow to automate your current processes: We reimagine how work gets done, delivering material improvements in revenue and cost reduction with higher job satisfaction. As a leading Global Systems Integrator and ServiceNow's Global Transformation Partner of the Year, Deloitte applies its breadth of industry and technology experience to help clients extract value from this powerful technology to create a united workflow with one platform.

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